Box 392 Mayo Hospital

December 8, 1968

Mr. Edward M. Kriz
Customer Relations Division
Post Office Department
Bureau of Operations
Washington, D.C. 20260

Dear Mr. Kriz:

This is a reply to a letter sent me on your behalf on December 2, 1968, by Mr. Charles H. Ryan of your department. The letter stated in part:

> It is very difficult to isolate the causes of service delays which sometimes occur to individual pieces of mail. This is especially true when we don not have the envelope or cover in which the delayed mail was received. These covers often bear postmarking information and other notations useful in pin-pointing the trouble.

As suggested in my previous letter, I keep records of my mail troubles, including postal receipts, package covers, and envelopes. I will be only too glad to send you the front of the piece of first class mail in question with all of the postmarks intact. This need not hamper any investigation of this affair. I am not clear as to why you assumed that I did not have this item.

Any correspondence to me for the period Dec. 10 to January 6 from your office should be addressed to me at 105 Gladstone Road, Lansdowne, Pa. 19050.

Sincerely,

Gary Richard Schoener
Box 392 Mayo Hospital
Minneapolis, Minnesota
55455

GRS:if

cc:grs
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